






QUICK-GUIDE TO ACCESSING MEDEXPERT'S INDIVIDUAL MEDICAL DECISION SUPPORT (IMDS) SERVICES

	<p>1. The eligible individual interested in utilizing MedExpert's services engages with the organization by one of two methods:</p> <ul style="list-style-type: none"> ◆ Employee or their dependent, retiree or retiree dependent or beneficiary calls: 1-800-999-1999 Monday thru Friday, 7 a.m. to 7 p.m., <u>or</u> ◆ Sends a secure e-mail to: www.medexpert.com/members.html
	<p>2. The Medical Information Coordinator answering the phone at MedExpert will:</p> <ul style="list-style-type: none"> ◆ Verify the caller's eligibility to receive services, ◆ Update the caller's personal contact information, <u>and</u> will ◆ Send a verification email to their preferred address. The email contains "1301" in the subject line.
	<p>3. The caller must acknowledge receipt of the verification email by returning the email to MedExpert. This email is used to verify that MedExpert is corresponding with the eligible individual using their currently preferred electronic mailbox. The verification email does not contain any personal medical information. Simply type "Confirmed" in the subject line and reply to confirm.</p>
	<p>4. MedExpert will create and send another email with "8501" in the subject line. This email contains the enrollment letter or Acknowledgement of Services. The enrollment letter must be signed and returned to MedExpert by either email or fax. Any delay in returning this form to MedExpert will delay the receipt of the Individual Medical Decision Support information being requested.</p>
	<p>5. Once the 8501 form is completed and returned, MedExpert will assign the case to an on-staff Medical Director and the physician will contact the individual by phone. Additional documentation or verifications may take place on a case by case basis as agreed upon by both the caller and the physician, if and when needed.</p>